

Attachment 4 – Statement of Work

Includes both Due Diligence Work and System Integration Work:

1. Introduction

The AOC is requesting a Service Provider to provide consulting services to the AOC regarding the installation, upgrade and configuration of the IBM/Tririga Computer Aided Facility Management application.

Key factors are:

- Planning
- Business Requirements Gathering, Analysis, and Design
- Development and Configuration
- Data Migration
- Integration with External Systems (for example infrastructure authentication tools. There are currently no interfaces to third party applications)
- Documentation
- Testing
- Training
- Application Enhancements
- Application and Platform Upgrades
- Coordination with Information Services to understand hardware to be utilized, security requirements, standards and guidelines
- Post Go-Live Production Support

2. Overview of the AOC

The AOC serves as the staff agency to the Judicial Council of California. The Judicial Council is the policy-making body of the California courts, the largest court system in the nation. Under leadership of the Chief Justice and in accordance with the California Constitution, the Judicial Council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The AOC has the direct responsibility for the financial, human resources, and information technology services to its own administrative offices and its clients. The AOC is responsible for managing facilities in 52 counties and over 530 buildings across California. The AOC has implemented IBM Tririga to serve as the Computer Aided Facilities Management (CAFM) tool.

3. Current Technology Environment Overview

- A. The AOC has four environments for the CAFM application. Production, Staging, Development and Prototype. All systems are currently Solaris based with the exception being the Crystal Reports server which is running Windows Server 2003. Future technology expected to be in place for the upgrade will be ~~X.86 Linux with~~ RedHat Linux on x86.
- B. The CAFM production application is hosted at the California Courts Technology Center (CCTC) which is hosted by SAIC. CAFM Production is hosted in the Tempe data center while CAFM Staging is hosted in Omaha. The AOC hosts Development and Prototype in the San Francisco data center.
- C. AOC will be providing the prototype and development environments for the Tririga upgrade activities. No environments will be required to be hosted by the vendors.
- D. The AOC maintains a site license with IBM Tririga for access to all Components

4. System Usage

The majority of the application users will normally use the system between 7:00 AM and 7:00 PM, Monday through Friday. There are times throughout the year when weekend and evening access is required.

5. Current Configuration

The AOC uses a mix of 'out of the box' and custom items to create a complete environment for the user community. The following is a high level review of the amount of custom configuration in each module:

- Tririga Work Place Management – Low customization
- Tririga TREES – Low customization
- Tririga Offline – Low Customization
- Tririga Facilities – High customization
- Tririga Operations – High Customization
- Tririga Workplace Enterprise Management – Low Customization
- Tririga Strategic Facility Planning – Low Customization
- Tririga Real Estate – Low Customization
- Tririga Projects – Low Customization
- Tririga Facility Assessment – Low Customization
- Tririga Document Manager – Low Customization
- Tririga CAD Integrator – Low Customization

- Crystal Report Server – Low Customization
- Crystal Reports – High Customization

6. Project Objectives

The Project is driven by the need for the following:

1. Reliable information for service request, assets, metrics, and costs;
2. Implementation of bug fixes and new features from IBM Tririga 10i
3. Common technical solutions;
4. Replacement of software prior to the dates the current application and database releases will no longer be supported; and
5. Improved performance through the use of recent technology improvements and improved integration of the Tririga components.

7. Requirements for the Service Provider's Project Manager

Generally, the Service Provider's Project Manager will have:

1. Project management experience;
2. Ability to work effectively with all levels of management;
3. Ability to control scope;
4. Understanding of Project objectives;
5. Time management skills and multi-tasking capabilities;
6. Strong oral and written communication skills;
7. Ability and authority to make decisions regarding the Work of this Contract;
8. Ability to make timely decisions; and
9. Strong organizational skills.

8. Responsibilities of the Service Provider's Key Personnel

The responsibilities of the Service Provider's Project Manager, include but are not limited to the following:

1. Responsible for the Deliverables, end results, and for day-to-day project management;
2. Serves as the Service Provider's primary contact;
3. Works closely with AOC Project Managers;
4. Provides on-going status reports to AOC management;
5. Manages, prepares, and refines the Deliverables and end results;
6. Proactively assists with resolution of issues with any aspect of the Work;
7. Proactively anticipates Project deviations and is responsible for taking immediate corrective action;

8. Works with technical project team members to manage and coordinate technical work and knowledge transfer;
9. Manages the testing and training;
10. Responsible for management of Project budget within constraints of Deliverables.
11. Write user test and training documentation;
12. Conduct train the trainer training;
13. Gather business process requirements, develop and validate the design, with assistance from the State; and
14. Monitor the execution of conference room pilot, Acceptance testing and provide documentation.

B. The responsibilities of the Service Provider's Database Administrator, include but are not limited to the following:

1. Lead/Assist the AOC in the installation of the required application software.
2. Performs the upgrade of the effected database tables for the existing Tririga installations.
3. Lead/Assist to apply all appropriate Oracle release patches
4. Document installation procedure for the AOC;
5. Configures, monitors, tunes, and troubleshoots the system;

C. The responsibilities of the Service Provider's Technical Consultant, include but are not limited to the following:

1. Document build standards;
2. Conduct unit and performance test;
3. Participates in the technical development (analysis, design, development, documentation, testing, installation, and execution) related to the general designs of data conversions, interfaces, forms, workflows, customizations and reports; and
4. Create technical implementation and operational instructions
5. Provide Knowledge Transfer to the AOC technical staff
6. Develops, organizes & maintains documentation of day-to-day system administration activities.

D. AOC and Consultant Roles:

Listed below are the expected staff member roles for AOC Staff and Tririga consultants. The tasks and activities that each of the roles are respectively responsible for is also identified. The level of responsibility of each role and task is listed in the subsequent table.

Table 1: AOC Staff Roles

Organization	Staff Role	Responsible for Tasks/Activity
AOC	Project Steering Committee	Executive Sponsorship Resource Allocation Project Oversight Issue Monitoring/Resolution
AOC	Project Manager	Project Planning Project Management Issues Resolution AOC Resource Allocation Consulting Resource Allocation Scope Control Project Communication Production Migration Knowledge Transfer
AOC	Subject Matter Expert (SME)	Participate in Tririga Assessments Unit Test Tririga Modules Assist with Customizations Migration Testing System Testing Knowledge Transfer Support Training Activities
AOC	DBA (Application and Database Administrators)	Install new system software and patches with assistance from Service Provider
AOC	Business Analyst	Lead in the creation of testing scripts and plans Assist Unit Testing of Upgraded modules Lead/Assist Application Testing Support Resolution of Issues Manage deliverable and issues list Knowledge Transfer

Table 2: Service Provider Staff Roles

Organization	Staff Role	Responsible for Tasks/Activity
Service Provider	Project Executive	Project Oversight Executive Sponsorship
Service Provider	Project Manager	Project Planning Project Management Status Reporting & Communication Issues Resolution Scope Control Quality Assurance Knowledge Transfer Production Migration Post Production Support
Service Provider	Technical/ Functional Leads	Develop/Configure CAFM system Unit Testing of Upgraded modules Functional Issues Resolution Test Migration of customized components Assist in the creation of, perform reviews of and modify Test Scripts Unit Testing Plan and Conduct Integration Testing Training Material Development Conduct Train the Trainer Knowledge Transfer Provide Post Production Support
Service Provider	Technical Analysts	Resolve Technical Issues Support Integration Testing Unit Testing Knowledge Transfer Provide Post Production Support
Service Provider	Applications DBA	Assist/support setup of application software in Prototype, Development, Staging and Production and apply patches as required. Resolve technical Issues Knowledge Transfer Provide Production Stabilization Support Upgrade the database tables Coordinate all appropriate Oracle release patches with the AOC IS group that is responsible for the Oracle servers Document installation procedures for the AOC Configure, monitor, tune and troubleshoot the initial and existing database systems

9. General Task Overview

A. Due Diligence Activities

At no charge to the AOC (See RFP Section 7.5), the two prospective Service Providers chosen to proceed to the Due Diligence Phase of this project shall:

A.1 Provide information to the AOC regarding the existing AOC implementation of CAFM as per this Attachment 4 as further specified below. The Service Provider will review existing components in the AOC CAFM system to identify changes needed to the customized and 'out of the box' functionality, and create an implementation plan to ensure no loss of current required functionality. The AOC will provide direction on which new modules may be implemented in the future as well as which upgraded features might be implemented into the existing modules.

A.2 The Service Provider will collaborate with the AOC to identify who will perform the following tasks and provide a written report of its findings acceptable to the AOC in the following areas:

- Provide written project specifications (see CAFM RFP Due Diligence Business Requirements template) acceptable to the AOC to document how the CAFM software to be deployed will be configured, and what custom code must be developed, configured, customized, and implemented to maintain the AOC's existing functionality and reporting capabilities, ~~as, as~~ well as to document how this new software implementation will be interfaced with other third party software. These project specifications will form the specifications of the Agreement for the integration and deployment phase of the work.
- Provide a written sequentially ordered and dated project plan (see CAFM Upgrade Project Schedule, Roles and Responsibilities template) and Project Schedule for implementation of the project agreed to with the AOC that is structured according to a critical path and identifies the individual and joint responsibilities of the parties as regards the critical path items. The project plan will form the schedule for the integration phase of the work and will be incorporated into the Agreement applicable to the work as the Project Schedule.
- Provide a fixed price quotation for performing the System Implementation Work based upon the knowledge developed and agreed to during the Due Diligence phase.

A.3 Requirements Analysis.

The goal of this Work will be to identify the business and technology requirements in detail, which will allow the Service Provider to propose

a comprehensive solution and lay a solid foundation for the overall Project.

Upgrade Impact. The Service Provider will work closely with key users and the Project team members to examine the impact the upgrade will have on current functional, operational, technical, and administrative processes and practices. The Service Provider will review new features, available with the proposed release of the software, with the key users and explore the feasibility of using the standard product functions to replace existing customizations. The Service Provider will analyze all incoming and outgoing interfaces; integration with other software (including infrastructure) to identify changes required to be implemented during the upgrade project. The Service Provider will analyze the business processes in different functional areas and identify new features and new applications for future phases to streamline the processes.

A.4 Design Review

The goal of this Work will be to evaluate the existing customizations against changes in the new system, and design the new solution. This work includes:

AOC System Review. The Service Provider will design the migration solution that makes the best fit between the new applications release features and the existing system (Tririga 9i to Tririga 10i). The Service Provider will design this solution considering organizational changes, process improvements, and re-engineering initiatives in order to determine the method for which the application features will be controlled, enabled, or implemented. The Service Provider will bring online a new 'out of the box' system and compare the new system and features to those within the existing installation. The Service Provider will review and design modifications to the AOC custom Tririga system, GUI, Workflow, Security, Query and other system objects, including tables, views, procedures, packages, and database triggers. The Service Provider will review all online screen and report customizations and re-design to use the new environment. The Service Provider will document design changes as per performance standards established in the Requirements Analysis phase.

A.5 Service Provider Due Diligence Tasks and Deliverables

Tasks:

1. The Service Provider shall provide a comprehensive review of the existing Tririga system. The Service Provider will:
 - Identify configuration issues and areas of application and/or business process improvement
 - Document and present findings to AOC staff and potentially IBM Tririga
 - Deliver written recommendations for improvements in the CAFM application
 - Review current and proposed technical environment for improvements and technical infrastructure recommendations for increased performance

2. CAFM System Analysis

- Analyze existing CAFM workflows for errors or issues in design, programming, security or usage
- The Service Provider will analyze the existing collection of AOC reports and queries to provide gap analysis and an estimate for the time and level of effort for migration of the reports to support AOC modification of impacted reports including expected errors or issues in design, programming or usage.
- Analyze existing CAFM portals for errors or issues in design, programming, or usage
- Compile findings into a comprehensive status report of CAFM

Deliverables:

1. A written report regarding the existing Tririga System, which shall:
 - Identify configuration issues and areas of application and/or business process improvement
 - Document and present findings to AOC staff and potentially Tririga/IBM
 - Deliver recommendations for improvements in the CAFM application
 - Deliver recommendations for work-flow improvements
 - Deliver recommendations to improve CAFM Workflows for errors or issues in design, programming, security or usage
 - Deliver recommendations for existing CAFM queries and reports to resolve errors or issues in design, programming, or usage
 - Deliver recommendations for existing CAFM portals to resolve errors or issues in design, programming, or usage
 - Deliver recommendations for current and proposed technical environments for technical infrastructure system improvements and for increased performance

A.6 Business Process Review

Tasks:

1. Meet with AOC CAFM subject matter experts (SME) and analyze the way each unit uses CAFM.
 - Demand Maintenance
 - Planned Maintenance
 - Real Estate and Lease Management
 - Information Services System Support
 - CAFM Administration
 - Design and Construction
 - Projects
 - Finance
 - Environmental
 - Risk Management
2. Compile the results of the SME interview and produce a report.
3. Provide recommendations for changes in CAFM GUI, Workflows, Reports, Security or other areas to improve overall user experience.

Deliverables:

1. Comprehensive status report of CAFM including the following suggestions:
 - Report containing the results of the SME interview and recommendations for configuration and development for the upgrade to meet business requirements
 - Provide a report containing recommendations for changes in CAFM GUI, Workflows, Reports, Security or other areas in CAFM to improve user experience.
 - Report should include hourly estimates for the recommended task items.

A.7 CAFM System Analysis

Tasks

1. Analysis of existing CAFM technical configuration to identify issues related to the upgrade in the following areas:
 - Workflows
 - Queries, Crystal and Tririga reports
 - Portals
 - Security

- GUI's
 - Business Objects
2. Implementation process and schedule

Deliverables

1. Comprehensive report containing the analysis of the current CAFM installation, issues faced by the implementation of the upgrade and recommended solutions.
2. Recommended implementation process methodology and project schedule with roles and responsibilities for Service Provider staff and AOC staff

B. CAFM Upgrade Project

1. The Service Provider will upgrade existing Tririga application version 9i, platform version 2 to the most current application and platform version.
2. The scope of services includes project management, functional and technical expertise required for the upgrade, migration of existing development, configurations, any additional configuration requirements identified in the Due Diligence phase to meet functional and technical requirements, testing, production migration and Post Go-Live production support services.
3. Service Provider will configure a Tririga 10i AOC environment to use during the gap analysis between Tririga 10i out-of-the-box features and the AOC's Tririga 9i implementation.
4. The upgrade will be accomplished in a phased approach by environment and implementation milestone. The project timeline will require crossing AOC Fiscal Years (FY12/13 and FY13/14). In consideration of the cross year implementation it will be critical that the Service Provider create a project plan with logical milestones to end with one Fiscal Year at a strategic position to accommodate the year end and complete the project in the following Fiscal Year.

B.1 Build.

The goal of this Work will be to configure, develop, document, and test the full CAFM upgraded solution in all environments. The Service Provider will Lead/Assist the AOC technical and functional resources with the installation, upgrade, testing, documentation and training of the CAFM upgraded solution. The AOC will provide the prototype, development, staging and production environments.

1. ***Install, Configure and Develop.*** The Service Provider’s resources will prepare detailed functional and technical designs; develop and configure modules, screens, reports, queries, workflows, interfaces, conversion programs, and batch programs identified during the Work set forth under the AOC Due Diligence Activities, above.
2. ***Testing.*** The AOC will provide prototype, development, and staging environments for thorough testing. The testing phase will include Service Provider knowledge transfer to AOC functional and technical personnel including the documented upgrade solution. The Service Provider will lead/assist in full unit, integration, regression, performance and user acceptance testing of all functionality with accompanying documentation and training materials. The Service Provider will ensure that quality assurance and version control systems are put in place and utilized. The Service Provider, with assistance from the AOC, will write test plans to verify all business tasks performed on a day-to-day basis. The Service Provider will **Leadlead** in troubleshooting issues with assistance from the AOC. The Project team will ensure these tasks are logically sequenced and then grouped into different system test “periods.” Then, the Project team will schedule test plans for execution according to the system test time periods. Once all pieces are functional, the standard and the custom work will be integrated into a single working business solution. The computer hardware, networks, and software will be configured and assembled in preparation for the production system.
3. ***Documentation and Training.*** The Service Provider will create the required Materials, as planned in the Requirements Analysis Phase, in parallel with development and configuration of the upgraded solution. The Service Provider will train key users, i.e. providing train-the-trainer approach, on changes in Tririga 10i and assist in executing the overall training strategy.
4. The goal of this Work will be to provide user-friendly and easy-to-access Materials and assistance to ensure that users and support staff understand system functions as they relate to day-to-day business processes. The Service Provider will provide effective documentation and training to help facilitate transfer of system knowledge that will allow users and the support community to be at maximum efficiency and effectiveness. The Service Provider will start with identifying the documentation needs, delivery media, and audience. The Service Provider will develop a documentation strategy that may include creation of end user training documents, end user reference Materials, or technical reference documents for procedures such as install, restart, backup, failover, and disaster recovery. The Service Provider will develop a training strategy,

which may include the following: one-on-one training, train-the-trainer sessions, classroom training, self-study programs, etc.

B.2 Testing.

The goal of this Work will be to verify the full system solution against the AOC's business processes. The Service Provider, with assistance from the AOC, will direct the integration, regression and acceptance testing of all of the business system flows, integration, Security, including custom processes and reports. The result of this phase will be a fully tested, integrated solution, documented by actual results of the system test.

1. ***System Solution Testing.*** This Work will be critical to the successful migration of the Project. The goal of this Work will be to verify the integrated system solution against processes. The Service Provider, with assistance from the AOC, will document and direct the integration, regression and user acceptance testing of all of the system flows, including any manual processes and reports. Results of system testing will be documented and compared against anticipated results. Issues identified during the testing may be pursued with the software vendor or resolved by one of the parties to this contract.
2. ***Performance Stress Testing.*** The Service Provider, with assistance from the AOC, will conduct stress testing on the system to measure and predict system performance against anticipated load, as determined in the Requirements Analysis Phase.
3. ***Dry Run.*** This Work will be critical to the entire migration process. The Service Provider will complete the readiness checklist and execute the migration transition plan. The final step in the testing plan will be the data and system validation. The emphasis will be on having minimum possible production downtime without compromising data integrity. The Service Provider will test the production migration process and transition plan in its entirety and refine timelines based upon the results. The Service Provider will conduct two (2) practice test runs or dry runs: the first conducted by the Service Provider, with assistance from AOC staff, and the second conducted with a wider involvement of end users.

B.3 Production Implementation of CAFM Upgrade Project

The goal of this Work will be to move all aspects of the new system to productive use.

1. ***Cutover Planning.*** Production planning will be essential for a smooth transition to the new release of the application. The Service Provider will identify all tasks related to install, technical architecture, systems setup, and data conversion, applicable after the dry run, and create a sequence and timeline for Go-Live execution. The Service Provider with assistance from the AOC will plan the production cutover steps, to create the production environment and to set up the application.

2. ***Documentation and Training.*** The Service Provider will assist the AOC in executing any planned training and making any planned documentation accessible, prior to commencement of production, in order to maximize users' productivity.

3. ***Production Commencement.*** Once production commences, the Service Provider will work closely with the AOC to ensure a smooth transition. The Service Provider will assist AOC staff in dealing with post-production issues and streamlining the support process.

4. ***Post Production Go-Live Support.*** The Service Provider will assist the AOC with measuring and auditing the business improvements against project objectives, the implementation metrics against plans, and system performance against predictions. The Service Provider will also assist AOC support staff in resolving post-production issues and streamlining the support process for a minimum of sixty (60) days up to a maximum period of one hundred and eighty (180) days.

B.4 Tasks and Deliverables.

The Service Provider shall provide the Tasks and Deliverables of each phase, as outlined in the document. Unless specified, Service Provider will be performing all tasks. Upgrades made to the production environment must occur over a weekend and be completed by Sunday 5 PM. All deliverables for each phase are due no later than 2 (two) weeks after the end date of each phase, as set forth in the document.

The Service Provider shall complete and provide the AOC with each of the following Tasks:

~~1. Application Upgrade – Prototype Environment – Execution period: 4 Weeks~~

1. Tasks

1. Meet with AOC ISD and to review implementation plan and obtain resources the upgrade.

2. Create end user testing scripts for unit and regression testing
3. Prepare Hardware (Servers) for the Upgrade
4. Install and prepare new Oracle database for Tririga 10i.
5. Install Upgrade CAFM to Tririga 10i
6. Install all necessary Oracle and Tririga patches.
7. Test new system
8. Unit Test upgraded applications
9. Produce list of new features, component, GUI's, workflows, reports and other objects from Tririga
10. Perform a complete regression test on the development environment
11. Document testing results and identify a resolution plan for any issues.

Deliverables

1. Sign off by stake holders of implementation plan with any changes proposed by the ISD and CCTC teams
2. End user testing scripts for unit and regression testing
3. Prototype Tririga10i environment
4. List of new features, components, GUI's, workflows, reports and other objects from Tririga
5. Report detailing implementation and testing results with details on any issues found and their resolution.

1. Application Upgrade – Development Environment – ~~Execution period: 6 Weeks~~

Tasks

1. Meet with AOC ISD and CCTC to review implementation plan and obtain resources the upgrade.
2. Update/create end user and regression testing scripts
3. Prepare AOC Development Hardware (Servers) for the Upgrade
4. Prepare existing Oracle database for Tririga 10i.
5. Upgrade/Migrate AOC Development to Tririga 10i
6. Unit test upgraded CAFM system
7. Modify custom reports, queries, GUI's, objects and workflows to work with Tririga 10i
8. Provide the AOC with a detailed unit test plan and the results of the Service Providers unit testing.
9. Provide the AOC with all necessary object migration packages
10. Provide the AOC with installation documentation detailing the steps and order for performing the migration and any manual actions that must be performed as part of the migration. Perform a complete regression test on the development environment
11. Report detailing implementation and testing results with details on any issues found and their resolution.

Deliverables

1. Sign off by stake holders of implementation plan with any changes proposed by the ISD and CCTC teams
2. Updated end user testing scripts
3. Modified regression test scripts
4. Report detailing implementation and testing results with details on any issues found and their resolution.
5. A completely upgraded Development environment
6. Report detailing implementation and testing results with details on any issues found and their resolution All necessary object migration packages
7. Installation document and directions

2. Application Upgrade – Staging Environment – ~~Execution period: 2 Weeks~~

Tasks

1. Meet with AOC ISD and CCTC to review implementation plan created for the upgrade of Production.
2. If necessary, update user and regression test scripts based upon Development upgrade results
3. AOC will follow Service Provider’s documentation to perform upgrade of staging environment
4. Service Provider will provide support for the upgrade process of the CAFM CCTC Staging environment
5. Perform a complete regression test on the Staging environment
6. Document testing results and identify a resolution plan for any issues.
7. Documented implementation plan and instructions for performing upgrade in Production in under two days

Deliverables

- ~~8.1.~~ Sign off by stake holders of implementation plan with any changes proposed by the ISD and CCTC teams
- ~~9.2.~~ Updated End user testing scripts
- ~~10.3.~~ Modified regression test scripts
- ~~11.4.~~ Report detailing implementation and testing results with details on any issues found and their resolution
- ~~12.5.~~ Detailed Production Go-Live implementation plan

3. Application Upgrade – Production Environment – ~~Execution period: 2 Weeks~~

Tasks

1. Meet with AOC ISD and CCTC to review implementation plan created during the upgrade of Development.
2. If necessary, update end user testing scripts based upon Developments upgrade results
3. Identify ‘mission critical’ items to be tested during the Production upgrade window.
4. Upgrade the CAFM Production environment

5. Perform regression testing on 'mission critical' items in Production
- ~~6. If necessary, update IBM Rational testing scripts based upon the results from Staging.~~
- ~~7.~~6. Document testing results and identify a resolution plan for any issues.

Deliverables

- ~~8.~~1. Sign off by stake holders of implementation plan with any changes proposed by the ISD and CCTC teams
- ~~9.~~2. End user testing scripts
- ~~10.~~3. Modified regression test scripts
- ~~11.~~ Rational testing scripts
- ~~12.~~4. Report detailing implementation and testing results with details on any issues found and their resolution

4. Training and Production ~~Go Live Phase~~ Execution Period: 6 Weeks

Tasks

1. Create a list of the delta between Tririga 9i and 10i
2. Create a detailed document identifying the effects of the delta between versions.
3. Provide 'train the trainer' sessions on the new features of the application per the project plan
- ~~4. Review and update existing AOC training documentation for use with new version of application.~~
4. Share "Best Practices" for training existing CAFM users migrating to version 10
5. Support the end user training performed by the AOC

Deliverables:

1. List of delta between Tririga 9i and 10i
2. Detailed document identifying the training requirements of the delta between versions.
3. Document identifying the best practices for training existing CAFM users on Tririga 10i
- ~~3.~~4. Conduct 'train the trainer' sessions on the new upgraded CAFM application
- ~~4.~~ Revise existing documentation to level 10i of Tririga
5. Provide support to the AOC during the end user training

B.5 Post Go-Live Support

This Support shall begin upon first productive use ("Go-Live") of the CAFM 10i System. Service Provider will provide the following services:

- A. This Support shall begin upon first productive use ("Go-Live") of the CAFM 10i System for a minimum period of sixty (60) Days or optionally

priced for a maximum period of up to one hundred and eighty days (180) thereafter ("Post Go-Live Support Period").

- B. If the State identifies defect(s) in the Services provided during the Post Go-Live Support Period, Service Provider shall either re-perform the Services or otherwise correct the defect to the satisfaction of the State.
- C. Service Provider shall respond to provide a cure upon Notice from the State's Project Manager of the existence of a defect per the tables below.
 - a. Service Provider shall identify a person or persons to serve as the primary point of contact for Post Go-Live Support issues.
 - b. Upon the occurrence of a Post Go-Live Support issue, the AOC project manager shall contact the Service Providers representative via electronic mail and via telephone. The Service Providers representative shall acknowledge receipt of the issue within 2 hours.
 - c. Within 1 hour of acknowledgement, the Service Provider and AOC project manager and/or designee shall meet to discuss the severity of the issue and identify a plan of action to meet the response deadline

D. Reference tables below for specifics on Service Level Response:

1. Definition of Priorities:

P1	<p>A Priority 1 Incident is generated if (System Down)</p> <ul style="list-style-type: none">▶ A critical component of an application or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate and there is no Workaround available;▶ A critical business process has stopped or is so severely impacted that the business process cannot reasonably continue to occur and there is no Workaround; or▶ Data is corrupted or data integrity issues related to security/confidentiality pose a risk to the Judicial Branch.
P2	<p>A Priority 2 Incident is generated if (System Component Down)</p> <ul style="list-style-type: none">▶ A critical component of the application is unavailable or will not work or the entire application has stopped or is so severely impacted that the application or component cannot reasonably continue to operate, but a Workaround is available;▶ A critical business process is unavailable or is so severely impacted that the business process cannot reasonably continue to occur, but a Workaround is available.▶ A non-critical component of the application is unavailable, will not work or is not operating as expected and there is no Workaround available;▶ A non-critical business process is unavailable or is not occurring as expected and there is no Workaround available.
P3	<p>A Priority Level 3 Incident is generated if (Non-critical component is down or if 1 person is affected)</p> <ul style="list-style-type: none">▶ a non-critical component of the application is unavailable, will not work or is not operating as expected and there is a Workaround available; or▶ a non-critical business process is unavailable or is not occurring as expected and a Workaround is available
P4	<p>A Priority Level 4 Incident is generated if (Default Priority and Service Requests) there is a Problem other than Priority Level 1, Priority Level 2, and Priority Level 3 Incidents.</p>

2. Definition of Service Levels for Incident Resolution:

Service Level Response	Service Measure	Performance Target
Incident Resolution - Priority Level 1	Time to Resolve	<4 hours
Incident Resolution - Priority Level 2	Time to Resolve	<8 hours
Incident Resolution - Priority Level 3	Time to Resolve	Next Business Day -12 HOURS
Incident Resolution - Priority Level 4	Time to Resolve	Next Business Day or as prioritized by vendor
Root Cause Analysis	Time to provide initial report of Incident cause	Within 24 hours of Incident Resolution for Priority Level 1 or 2
	Time to provide Formal Root Cause Analysis report	Within 5 Business Days of Incident Resolution for Priority Level 1 or 2

- E. In no event shall the State be responsible for any costs incurred by Service Provider to remedy any deficiencies in the Services or defects in the CAFM 10i System.

END OF ATTACHMENT